

JOB DESCRIPTION

Job Title:	VNOC Remote Engineer
Salary:	£25K - £30K
Type:	Full-Time, Permanent
Hours:	40 Hours per week
Department:	Service & Support
Location:	High Wycombe, Buckinghamshire
Report to:	Global Programme Manager
Benefits:	Private Health Care/Pension

Description of the Role

The VNOC Remote Engineer role is based at the Smartcomm VNOC within the Smartcomm HQ in High Wycombe. The role provides support and engineering services to include troubleshooting, installation and maintenance of video conferencing, audio visual, projection, pro audio, video, control, and IP networks, either on clients' sites or by remote support and diagnostics at the Smartcomm VNOC.

The Smartcomm VNOC Remote Engineer is responsible for the safe and correct diagnosis of faults, removal, repair, test, implementation and operation of all aspects of audio visual, video conference, display and presentation technologies. There is also a consulting element with clients on technical aspects of VC systems and infrastructure prior to system changes and configuration.

The role includes help-desk based video and telephone support for both inbound client and colleague enquiries, logging of Service Tickets, liaising with service engineer dispatch team and colleagues on other shifts and other time zones to provide 24/7 service cover to our clients.

Regular visits to other offices may be required.

Role is based on a 24/7 rotating shift pattern.

Main Responsibilities

- 1) Accurately and quickly diagnose and remedy faults and problems. Troubleshoot electronic systems and equipment.
- 2) Providing remote support to clients over the telephone and utilising remote support technologies at the VNOC.
- 3) Assist with preventive maintenance of customer equipment.
- 4) Train and instruct the customer on the proper use of the equipment.
- 5) Responsible for reading and interpreting wiring diagrams, schematics, and drawings and reporting and remedying any discrepancies.

Other duties

- 1) Responsible for updating all manuals, safety practices, and technical information held.
- 2) Updating Service Management Software regarding any changes to client configuration or asset details
- 3) Work with colleagues to assist in the diagnosis and rectification of faults to ensure that all systems are fully functional and that equipment and system down time are kept to a minimum, and ensure complete closeout and turnover of jobs to the client or service department.
- 4) Represent the company at a senior level with the necessary level of professional conduct and presentation.
- 5) To ensure all work is performed to the Company standards and that quality techniques are practiced.
- 6) Be proactive in suggesting new methods and techniques to improve efficiency. Adaption of services to meet business trends.

Key Skills & Achievements

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
A full working knowledge and understanding of VC technologies and network applications is essential.	Solid foundation in providing exceptional customer service and support in a fast-paced AV/VC/IT environment.
A full working knowledge of communications and Audio Visual systems and system components is essential.	
2 years' minimum experience in the testing, fault finding, servicing, maintenance, engineering and installation of electronic Audio Visual systems, or related field.	

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk.